

MANAGING THE RATE OF DELIVERING PERFORMANCE INTERVENTIONS IN A CONTACT CENTER

ABSTRACT OF THE DISCLOSURE

5 Managing the rate of delivering performance interventions, such as
training sessions, to agents in a contact center, such as a call service center
benefits the operations of the contact center. Managing this rate can include
adjusting the number of performance interventions delivered in an increment of
time according to the state of the contact center. The state of the contact center
10 can be determined by monitoring or predicting contact center performance.
Contact center performance increasing above or falling below a management input
level can trigger an increase or decrease in intervention delivery rate. In
coordination with determining delivery rate, agents can be selected to receive
interventions based on ranked performance or need.

15